Design Dashboard covers the below points, and you can add more

* Calculate AHT, PCA% & SLA% and visualize them
* Chart for average offered calls per day
* Chart shows average offered calls during days of the Week
* Chart shows the total of offered calls per skill month view.
* Chart shows AHT Per language during the four quarters.
* Chart shows percentage for answered calls per skill
* Compare AHT for AR & Eng teams by using a boxplot chart & describe the outcome.
* Calculate CSAT & FCR scores and show if there is a relationship between them by chart.

Data Model

Calls table & CSAT table should be connected to the calendar table.

Evaluation will be on:

* The format of the dashboard (Theme & colors should be purposeful, labels are clear and easy to read, all charts are aligned)
* The value of the insights and comments
* The usage of bookmarks, slicers, drill through, and tooltips

Call center calculations

|  |  |
| --- | --- |
| Metric | Calculation |
| Answered Calls | Ans Calls Within Service Level + Ans Calls After Service Level |
| Total handle time (THT) | Talk Time + Hold Time + ACW Time |
| Average Handle Time (AHT) | THT / Answered calls |
| Service Level Agreement (SLA) | Ans Calls Within Service Level / Offered Calls |
| Percentage of answered calls (PCA%) | (Ans Calls / Offered Calls) \* 100 |
| CSAT | Average scores  (Very Satisfied = 5 & Very Dissatisfied = 1) |
| FCR | Average scores  (Yes = 1 & No = 0) |